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ISD NEWS & VIEWS

December 1994

Volume 12 No. 6

Child and Adult Protective Services (CAPS) System

Montana, like other states, has historically struggled to achieve comprehensive automation support for the child and adult protective services programs. It has labored diligently for automation which would provide the tools for the protective services staff to carry out their responsibilities in the most effective and efficient manner possible. But with the reality of ever-increasing and more complex caseloads, agencies have had to concentrate more on delivering services than on automating their support processes. Complicating the issue has been the reality that funding for automation projects in this area has been limited.

It has become necessary for the State of Montana to commit the time and resources to develop a new automation environment, an environment which can accommodate future changes and growth in the protective services programs and serve Montana into the 21st century.

The need for an efficient and responsive case management system has never before been as serious as it is today. The growth in caseloads, increase in public awareness, and legislative initiatives have made it impossible for current manual and automated systems to keep up. Systems that were once modern and effective are now no longer adequate. It has become necessary for the State of Montana to commit the time and resources to develop a new automation environment, an environment which can accommodate future changes and growth in the protective services programs and serve Montana into the 21st century.

Thus, the Department of Family Services has long recognized the need for a comprehensive case management system and had made several attempts to put together a plan to acquire the necessary resources to accomplish the development of such a system. However, it was not until a new DFS/SRS management team approached the 1993 Legislature that the CAPS project became a reality. In HB2 from that session, the legislature appropriated $2.5

ISD
Information Services Division

million to develop CAPS. HB2 contained language directing DFS to develop a child welfare management information system consisting of the following program components:

- Protective Services
- Foster Care and Adoption
- Juvenile Corrections
- Provider Licensing
- Accounting/Fiscal.

Program components were to be prioritized into a 'core' system as funding allowed.

After forming a project team, DFS user staff from the central office and county field offices spent several months defining the system's requirements. Juvenile probation and tribal child welfare services were (and still are) being considered as additional components.

Two major resource problems were solved when DFS negotiated a development contract with BDM to install CAPS by March of 1996, and the U.S. Congress passed the Omnibus Reconciliation Act of 1993 which provided a 75% funding match for states developing child welfare systems. The enhanced federal funding provided DFS with the opportunity to develop a complete and comprehensive system.

The goals of CAPS are aimed at eliminating or reducing several major problem areas within DFS.

- The number of cases at DFS are growing in both volume and complexity, challenging the ability of DFS to fulfill it's mission.
- Each caseworker handles an increasing number of cases, leading to poorer service for recipients and burnout for caseworkers.
- The increasing complexity of cases and staff turnover have stepped up the need for on-going training of caseworkers, but the means to do so have not been forthcoming.
- Management lacks adequate information to make policy and management decisions.
- Current and pending federal requirements for information challenge the ability of DFS to comply, risking federal reimbursement.

Although CAPS may not reduce the size or complexity of the caseload, its role in improving case management will have a positive effect on factors that influence caseload (such as length of time in service, improved permanency planning, and better allocation of resources), and - ultimately - the services delivered to clients and their families. CAPS will track all referrals into the system and document the types of service required. Better data will be available for quality assurance and policy analysis. Complete case profiles will be easier to maintain

> ***Through CAPS, less time will be spent on repetitive paperwork and more time on service delivery.***

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Calendar of Events

December 2:
Oracle/PowerBuilder User Group meeting, 9:00-12:00, Helena College of Technology.

December 7:
Information Technology Managers' Group (ITMG) meeting.

December 26:
Observed Christmas Holiday

January 2:
Observed New Years Day

January 4:
Information Technology Managers' Group (ITMG) meeting.

January 6:
Oracle/PowerBuilder User Group meeting, 9:00-12:00, Helena College of Technology.

January 12:
GIS Seminar - Conference Room (208) at the Montana State Library. Gael Bissell, Fish Wildlife & Parks, a presentation on statewide wildlife distribution project. Questions call Kris Larson 444-5691.

and allow caseworkers to plan and deliver appropriate services to recipients.

Through CAPS, less time will be spent on repetitive paperwork and more time on service delivery. Caseworkers will need to enter data only once and can use it many times for such things as forms completion, report generation and case transfer. Through the automated interfaces with TEAMS and SEARCHS, CAPS will automatically send and retrieve data overnight which previously took several days or even weeks of manual forms processing.

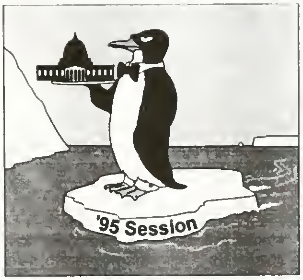
Workers will be reminded of time sensitive activities so they can plan their work. Supervisors can better manage caseworkers activities using their management reports and ability to look into cases on the system. CAPS will provide other productivity tools such as word processing and activity scheduling permitting caseworkers to better handle their caseloads and have more time for recipients.

On-line help features will explain both the system feature and the procedure behind it, providing a form of on-going training capacity. Electronic mail will be used to disseminate policy and procedure changes. New features for the system can be introduced to users with an on-line training component. These can fill much of the need for classroom training on an on-going basis.

An automated system which gathers information in a standardized manner based on recipients will be able to provide management with valuable reports, both regular and ad hoc, to make policy decisions, allocate resources, answer immediate requests for information and comply with federal and state reporting requirements.

The CAPS project is well underway and currently on schedule and within budget. DFS field offices have all been equipped with PC workstations supported via local area networks (LANs) connected to the state's mainframe. Within a span of 3 years, DFS workers will have gone from an environment of virtually no automation to a state-of-the-art system encompassing the latest technologies for use in improving child welfare services to those Montana families which make up the caseloads of DFS.

> ***The CAPS project is well underway and currently on schedule and within budget.***



Serving Up Legislative Information For '95 Session

What's The Same?

- Hardcopy reports and text of bills will be available from the Data Distribution Office.
- Online Bill Status Inquiry System is available to state agencies over the mainframe network. Public terminals will be located in the same places in the Capitol.
- Legislative Information Office will provide free information over the counter.
- The State Bulletin Board System (BBS) will provide free access to the hearing calendar and the daily list of introduced bills.
- Mainframe TSO legislative status report programs and procedures will be available to state agencies from a shared TSO library. Included is the customized bill status report which prints to a mainframe printer.

What's New?

- The State Bulletin Board Systems (BBS) will contain more new legislative information, stored at the end of each day, including:
    - Text of bills
    - Cumulative Bill Status Report
    - Index of Introduced Bills
    - Daily and Cumulative Bill Draft Request Reports
    - House and Senate Agendas
    - House and Senate Journal (tentative)
- Electronic mail service will be provided for state agencies with ZIP!Mail or ZIP!Office. Three reports are available on a daily basis:
    - Daily Bill Draft Request Report
    - Daily List of Introduced Bills
    - Hearing Calendar
- Enhanced customized bill status report process (report can be downloaded to a PC and prepared for ZIP!Mail) will be available to state agencies.
- 900-Toll calls are required for using these services:
    - Legislative Fax Service
    - Public access to the online Bill Status Inquiry System
        - *(charges will be $2 for the first minute, and $1 for each additional minute.)*

Seminar Held For Agencies
Approximately 55 people, representing about 15 agencies, attended a seminar outlining the methods available to state agencies for identifying and tracking legislation. The seminar was offered twice, on November 22nd and November 23rd, and was sponsored by the Legislative Council.

A handout describing these methods is available by ZIP!Mail or deadhead from the Legislative Council. Contact Marty Mouat by ZIP!Mail to request a copy, or call 444-2493.

General Assistance Telephone Numbers
Legislative Council
(406-444-3064)

- How to get/use services offered by the Legislative Council

Dept. of Administration/Customer Support Center
(406-444-2000)

- How to connect to the State BBS or Bill Status Systems

Montana State Bulletin Bard System (BBS)
Local Helena callers
(444-5648)

Other callers within Montana
(800-962-1729)

Out-of-state callers
(406-444-5648)

Bill Status Online System
Bill Status Online System
(900-225-4300)

Have You Committed A Felony Recently?

You may have if you turned on your computer this morning and loaded seven or more applications during the day. Are you sure you're complying with all seven licensing agreements? Or maybe you saw some attractive software on a co-worker's computer and made a copy of it to run on your PC.

Because of the different kinds of licensing, networking, and Windows issues, the rules have become confusing. In the past you simply took an application out of the box and installed it on your PC; one license for one computer. It's no longer that straightforward.

About ten years ago, Borland granted the USER LICENSE which made it OK to share software but only one person could use the software at a time. You could install the software on the office PC and the PC at home too. The logic was that you could not be at home and at the office using the software simultaneously.

Then networks became popular along with the practice of installing software on the server instead of on an individual PC. Software publishers developed the SERVER-BASED LICENSE for everybody on the server to use the software. This became a good deal when the typical number of people on one server was no longer 8 to 12 people but instead became 50 to 250 people. Software publishers revised many of these licenses. Most of the remaining ones are for utilities only.

Next came the CONCURRENT LICENSE. License packs were purchased for a specified number of users. For example, if you buy three copies of a software package it is not available for three specific users. It is available instead for ANY three people to use on the network at any one time. This license is hard to administer without special metering software.

The plot thickened when Windows became the prevalent office environment. The "in use" condition of the concurrent license has become a point of contention. The argument is between the publisher, saying that if a user loads an application it is in use even if it only sits minimized on the user's screen, and the user who says the application has to be up and running to be classified in use.

Somewhere along the line a new type of license was born, the SITE LICENSE. A site license is purchased based on the number of people in a company or department. Site licenses are a lot more economical than single copies. The publisher is paid one big fee and you are free to copy the software for everyone. Although all employees are legal at that point you may be throwing away money buying a site license for an application that only 30% of the employees use.

So much for the licensing dilemma. Next month I'll continue this subject with some tips on how to keep you and the PC users in your department from going to prison. If you have any questions please call Candace Rutledge (444-2858) from End User Systems Support.

Internet....... The Series

Hardware of the Internet

To appreciate the Internet, one must understand the concept of networks. A network is generally defined as a system designed to provide communications between multiple users at different locations. There are a variety of networks. For this article we will confine our discussion to computer networks and telephone networks.

Computer networks come in a variety of types and sizes. Our discussion will be limited to Local Area Networks (LAN) and Wide Area Networks (WAN). The LAN is composed of two or more devices in moderate geographic proximity (e.g., room, floor, office building, or industrial complex), which are connected together for the purpose of sharing resources (data, applications, messaging, etc.) as well as equipment (disk drives, printers, CD-ROMs, etc.). The LAN is generally owned by a single organization, covers a limited geographic area, and allows the user access to multiple corporate resources from a single workstation.

Diagram 1 depicts a simple ring topology LAN which consists of individual PCs, a server, and a printer. Complexity is immediately introduced when we discuss the server. For instance the server depicted in the diagram could be a communications server in which case it could be an asynchronous communications server, a FAX server, an image processing server, a mainframe gateway, or a bridge. Or perhaps the illustration depicts a dedicated server, a non-dedicated server, a print server, a database server, a file server, a disk server, a CD-ROM server, or a World-Wide-Web server (to be discussed later).

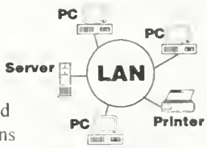
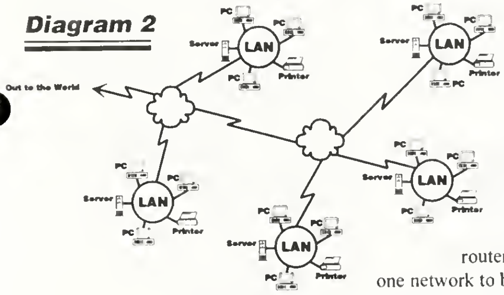


Diagram 1

Diagram 2



A group of LAN's connected together, that span a wide geographic area (buildings, cities, counties, states, countries), is known as a WAN. **Diagram 2** depicts a simplified version of a WAN. In the diagram, LANs are connected via puffy clouds. These clouds represent a variety of hardware devices: gateways, bridges, and routers. Each device mentioned performs a specific function to enable one network to be linked with another. However, the principle device used to connect other networks is the router, which is a special-purpose computer that determines the path data passes through the network as well as performing the actual transmission of data packets.

The telephone network shares distinct similarities with the computer network. Telephone lines pass through *cross connects* (which collect or concentrate telephone lines) and then run from the different locations in a community to a telephone company facility known as a central office. At the central office the lines are interconnected by a device called a switch, which is another special-purpose computer. **Diagram 3** depicts a typical local phone network. Notice the graphic similarities between the local phone network and the LAN we described earlier.

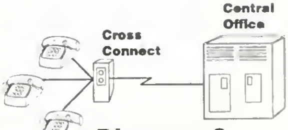


Diagram 3

Telephone networks connect phones-to-phones across a global environment similar to the WAN in our computer network. This is depicted in **Diagram 4** which shows how one central office connects with another, thus expanding the network. Of course, the telephone network does not end with the interconnection of a few central offices. Practically every telephone network is interconnected with other networks on a regional, national and global basis. This massive interconnection is what gives a person in Dublin, Ireland the ability to pick up the telephone and communicate with someone in Wolf Point, Montana.

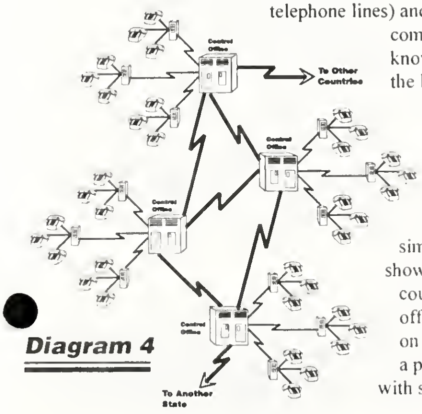


Diagram 4

There is a very good reason why the WAN and the global telephone network look similar. Because in many instances the telephone lines are capable of transporting computer data. Thus the telephone network can be used to link computers together in a network. In **Diagram 2** LANs are connected via clouds. These clouds represent both the hardware devices (gateways, bridges, and routers) we discussed earlier and the global telephone network. While the mediums and technology used in the telephone network continue to evolve (e.g., fiber optic cable and digital communications), providing faster and more reliable communications, the same copper wire used in the first telephone networks still can be used to carry video images.

As might be imagined, the world is literally covered with computer and telephone networks, most of which provide access to valuable information resources. Imagine what would happen if there was a network that interconnected all the different networks, thereby giving the users of one network access to the resources of all the other networks and vice-versa. Welcome to the Internet.

MOPUG, November Meeting

Montana Oracle/PowerBuilder Users Group (MOPUG) voted into effect the revised, proposed bylaws. A WordPerfect file containing the bylaws will be available in: ISDNOVS01\VOL1\GUEST\ORACLE\MOPUGLAW.WP.

A presentation on the Oracle architecture was given by Dave Howse, ISD. A demonstration of a shareware Windows Help authoring tool, Visual Help, was given by Tony Noble, ISD. A self-extracting pkzip file of this tool and the Microsoft help compiler will be available in: ISDNOVS01\VOL1\GUEST\ORACLE\VHZIP.EXE.

The agenda for the December 2, 1994 MOPUG meeting will be:

- Nomination of officers for 1995
- A demonstration by Oracle corporation of the Oracle Case tools.

Anyone that is interested in seeing a specific feature of the Case tools in operation should notify Tony Noble (444-2922), in advance.

Individuals wishing to receive minutes and other materials through the Internet should notify Tony Noble (444-2922), and provide their Internet address.

Lotus 1-2-3 4.0 Defaults Update

Sometimes when you attempt to update your Page Setup, (FILE, PAGE SETUP, DEFAULTS, UPDATE) you might receive the error UNABLE TO WRITE TO FILE. **IF** you are experiencing this problem, the reason is that LOTUS is attempting to write to the \lotus\123r4w\programs subdirectory on your server which you cannot do unless you have network access. Endusers typically do not have write access to this area.

The work around to fix this problem is to copy or move the **LAYOUT.CNF** or **LAYOUTW.CNF** file from the users personal configuration directory \123r4w to their \123r4w\Programs subdirectory. The sudden change could be an effect of Lotus 1-2-3 5.0 for Windows or an alien takeover.

Please call Brian Divine (444-2791) from End User Systems Support if you have any questions regarding this problem or any other Lotus questions.

A Detailed Look at New Features OLE 2.0

In-Place Activation
With OLE 1.0 (Object Linking and Embedding), activating an object within a document is achieved by double-clicking on the object, which visibly launches the application that created the object. The customer is transferred to a different application window to interact with the object, and is switched back to the original document when the interaction is completed.

OLE 2.0 offers a major enhancement for interacting with objects through a capability known as in-place activation. With in-place activation, the customer can double-click an object in a compound document and interact with the object right there, without switching to a different application or window. The menus, toolbars, palettes, and other controls necessary to interact with the object temporarily replace the existing menus and controls of the active window.

In-place activation includes many different operations such as editing, playback, displaying and recording. However, only embedded objects can be edited in place. Linked objects can be activated in place for operations such as playback and display within the same document, but they cannot be edited in place. For example, a sound object can be played without leaving the document, whether the object is embedded or linked. However, to edit the sound object in place, the object must be embedded within the document. The sound object can be edited if it is linked, but it must be edited in another application window.

The advantage of in-place activation is quickly apparent with compound documents consisting of large numbers of objects created by different applications. Instead of switching back and forth between different windows to update objects, customers are presented with a single document window that allows them to perform most of their editing and other interactions in a single location.

Nested Object Support
OLE 2.0 now allows links to refer to objects (or even parts of objects) that are embedded in other objects. Nested object linking makes the OLE model more consistent and intuitive.

> ***OLE 2.0 offers a major enhancement for interacting with objects through a capability known as in-place activation. With in-place activation, the customer can double-click an object in a compound document and interact with the object right there, without switching to a different application or window.***

Drag and Drop
(most OLE 2.0-compliant applications support this feature)

Inter-window dragging:
Objects can be dragged from one application window and dropped into another application window. For example, an illustration can be dragged from a graphics application window and dropped into a word processing document.

Inter-object dragging:
Objects nested within other objects can be dragged out of their containing objects to another window or to another container object. Conversely, objects can be dragged to other objects and dropped inside them.

Dropping over icons:
Objects can be dragged over the desktop to system resource icons such as printers and mailboxes. The appropriate action will be taken with the object, depending on the resource the icon represents.

Storage-independent Links
Previously, a link could be established only to an object that was stored within the computer's file system. Links can now be updated between objects within the same or different documents, without requiring that the objects exist on disk.

Adaptable Links
In OLE 1.0, if a linked object was copied to a new location, the copied object correctly pointed to the source object. But links could not be maintained when both source object and linked object were copied simultaneously. With OLE 2.0, linked objects that are moved or copied to the same destination maintain their links correctly. For example, suppose there are two documents GREECE.DOC and TRAVEL.DOC in the directory \REPORTS\SAM. Also suppose that GREECE.DOC contains a link to an object in TRAVEL.DOC. If the contents of the \REPORTS\SAM directory are moved or copied to a new directory named \HISTORY,

then the link in GREECE.DOC now points to \HISTORY\TRAVEL.DOC. The link is updated automatically.

When linked objects are moved or copied, new links are created that point to the desired objects. Adaptable links also allow a wider range of operations for objects within the same document. If a document containing linked objects is copied to a new location, the links in the copy point to the appropriate objects in the copy.

Programmability
With OLE 2.0, programmers can define a set of operations and make them accessible to other applications. These operations can even have argument lists, much like a function call in a programming language. The result of this capability is that applications can interact with one another without human intervention.

A word processing application macro sends commands to a spreadsheet program to recalculate and sort a table of sales figures. The possibilities of inter-application programmability are enormous. Customers will be able to create macros and other command sets that work across applications. Existing application macro languages can easily be extended to include new sets of commands and function calls that other applications will be able to execute.

OLE 2.0 allows objects to span page boundaries and break at logical points. For example, if a spreadsheet is larger than a page, it will page break along cell boundaries.

Logical Object Pagination
OLE 1.0 provided a means of embedding a variety of objects in a document, but required that objects be bounded by a rectangle, and that they be contained on a single page. OLE 2.0 allows objects to span page boundaries and break at logical points. For example, if a spreadsheet is larger than a page, it will page break along cell boundaries.

Version Management
In OLE 2.0, objects can contain information about the application that created them, including the name of the application as well as the version of that application. This gives applications more information about the objects they are dealing with, and allows them to handle objects based on the applications (or versions of applications) that created them. For example, suppose an object created by version 1.0 of a spreadsheet application is embedded into a document. Also suppose this document is moved to a system having only version 2.0 of the spreadsheet. If the customer then attempts to edit the object, version 2.0 of the application can determine that the object is from an older version and can take any action it desires. For example, it can prompt the customer to upgrade the object to a new format.

Object Conversion
It is sometimes useful to convert an object to work with different applications. OLE 2.0 provides a method for converting an object from one application to another. For example, suppose a customer inserts an object created with spreadsheet X into a document. The customer then gives the document to someone else who does not have spreadsheet X application, but does have a spreadsheet Y application. With the object conversion feature, the person who received the document could convert the spreadsheet X object to work with spreadsheet Y so it could be edited. This conversion can be done either temporarily or permanently. Objects may also be converted into an iconic presentation and vice-versa.

For more information or questions, call Jerry Kozak (444-2907) or Brian Divine (444-2791) both from End User Systems Support.

From the Sysop's Corner...

Dealing with .ZIP files...
When files are uploaded to the State of Montana Electronic Bulletin Board System, they are placed inside a .ZIP file. When the files are subsequently downloaded, they must be unzipped before use. While simple, the process to unzip files is not necessarily intuitive. This article will hopefully address the most common questions about .ZIP files.

What is a .ZIP file?
A zip file is a file which contains one or more files. When a file is zipped, it is also compressed, thus taking less room on the hard drive. Consider the following clip of a directory listing:

```
DOCUMENT W60        26,867
03-14-94    3:26p
DOCUMENT ZIP         9,852
11-16-94    8:25a
```

The original document (DOCUMENT.W60) was zipped into DOCUMENT.ZIP. The resulting .ZIP is 17,015 bytes smaller - close to a third of the size of the original. In addition, we could have zipped several files into the same .ZIP file, keeping related files together in one .ZIP file.

So how does this relate to the State of Montana Bulletin Board System?
Before a file is uploaded to the Bulletin Board System, it is first zipped by the user. A typical .ZIP file from the board contains the original file, and a file named "FILEDESC.TXT". Due to restrictions with conversions and other items, the Bulletin Board System does not support having more than the original document and FILEDESC.TXT in a single .zip file. The only exception to this is with Lotus worksheets, where a .FMT (lotus format) file is also included.

As a result of the files being zipped, each user must unzip them after downloading and before using them in their word processor or spreadsheet program.

OK, then how do I unzip .ZIP files?
You first need an unzipper on your computer. There are unzippers for DOS, Windows, and Macintosh available on the board. Download the appropriate program to your computer, along with any help or other files that go with the file. Move the downloaded programs to the location they will be run from. In DOS, this should be anywhere listed in your path statement. Under Windows, just move them to somewhere convenient, and then add an icon to program manager for the program.

Now download a .zip file from the Bulletin Board System. To unzip the file, simply run the unzip program. Under Windows, this involves running (double-clicking on) the unzip program and then using the mouse to open and unzip the file. Under DOS, you will need to change to the directory where the .ZIP file is located and type:

```
UNZIP filename.ZIP
```

Make sure you put the real filename of the .ZIP file in the command instead of "filename.ZIP".

You may get a message asking if you want to replace FILEDESC.TXT. This is just letting you know that you already have a FILEDESC.TXT (from a previously unzipped .ZIP file) in that directory and making sure that you want to put the new one in its place.

Do I really have to go through these steps? And, what If I don't have WordPerfect and/or Lotus?
The board will uncompress the files and convert them to ASCII (text) format when it views a document. You can turn on capture (or ASCII download) on your terminal program, view the document, and then turn off capture. This will produce an unzipped, ASCII document which can be loaded into any word processor. Please note that this method does not work using STATEBBS.EXE, as it lacks capture capabilities. In addition, this removes any bold, underlining, strikeouts, and any other formatting.

In the future, the board may provide the capability of unzipping a file and converting it to another word processing format before downloading it. This will preserve any formatting codes which the target word processor is capable of handling, and eliminate the unzip step.

What if I have any other questions and comments?
Contact your agency BBS sysop, or Forrest Christian (444-2921) from End User Systems Support.

Round Tapes Are Becoming Obsolete!!!!!

The tape library currently has four round tape drives and sixteen cartridge drives. In the new year we will be down to two round tape drives on the raised floor. Starting **January 1, 1995** we will no longer allow creation of new datasets on ISD's round tapes with the exception of round tapes that need to be checked out. After previous articles in this publication and subsequent user phone calls we have decided that we will keep some round tapes available for checking out only. Any round tapes created will be put in your ISD mailbox and there is no need to return them. We will not be keeping track of them. They will have a 14 day default expiration date. Please review any calendar year end jobs that may still be set to create production datasets on round tape and change the JCL accordingly.

To date we have taken 9,825 round tapes out of our production library. There are 5,162 tape datasets that have not been accessed for over 2½ years. These tapes are eligible for automatic archive. Every effort will be made to copy these tapes. Any tapes that are unreadable and/or have excessive error blocks will not be archived and will be given to the owner agency. If you have not done so, please take a minute to print a tape list and review the data you are keeping. We would be happy to release old data that is no longer needed.

In coming months we will be making a concentrated effort to archive data that hasn't been accessed for two or more years and to copy existing round tape files to cartridges. If you have any concerns in this area please call Diane Lemon (444-3336) or Frances Greene (444-2889).

Clicking along in WordPerfect 6.0 for Windows

For all of you Windows users who thought the right mouse button is intended only for left-handed people - think again! It is an essential button to access different functions quickly in WordPerfect 6.0 for Windows.

A new feature of WordPerfect 6.0 for Windows is the Quickmenu. A Quickmenu is a list of a specific set of items that relate to a certain feature. You open a Quickmenu by placing the mouse pointer over a certain object/function and clicking the RIGHT mouse button. A mini pop-up menu appears. While still holding the right mouse button, slide the highlight bar over the preferred selection and lift your finger. This quickly performs the function you've selected.

For instance, when you need to indent a paragraph in an opened file - instead of searching for an indent button or wading through the pull-down menus - just click on the right mouse button. A Quickmenu allows you to easily access the indent feature. Other features accessible in this particular Quickmenu are: Paste, Font, Quickformat, Speller, Reveal Codes, and Bullets.

Quickmenus are especially handy when using the **File**, **Open** function. With a certain file highlighting the Filename: list box, click on the right mouse button. The following options are available to you: Copy, Move, Rename, Delete, Change Attributes, Print, Print List, Create Directory, and Remove Directory. For example, if you need to print a WordPerfect document, highlight the filename, click on the right mouse button, move the highlight bar to Print, and release the right mouse button.

There are several button bars available in WordPerfect 6.0 for Windows. You can select a different button bar, create your own, or hide the button bar by clicking on the right mouse button when the mouse pointer is anywhere on the existing button bar.

Other WordPerfect 6.0 Quickmenus can be found by clicking the right mouse button in the following locations: customizing editors, dialog boxes, document markers, document window, graphics, reveal codes, and WordPerfect draw.

If you have any questions on Quickmenus in WordPerfect 6.0 for Windows, please call Sue Skuletich (444-1392) of End User System Support.

WINDOWS FREEBIES!

WinPointer

PC Magazine's Jonathon Zuck has provided windows users with another Windows freebie - WinPointer. Following are excerpts from the document file that accompanies WinPointer.

This Windows utility enhances demonstrations, presentations, and training sessions that rely on projected computer screens. Activated by a hotkey, WinPointer freezes the screen and lets you highlight areas of interest by drawing on the desktop with the mouse.

To install WinPointer on a system that already contains VBRUN300.DLL, simply copy WPNTR.EXE into the directory of your choice and add it to a Program Manager group. If you don't have the Visual Basic runtime engine, you need to copy VBRUN300.DLL to your Windows system directory.

When first launched, WinPointer appears as a minimized icon. The WinPointer configuration screen is opened by double-clicking on the program icon. You can specify the hotkey used to shift into draw mode, as well as the thickness and color of the drawing line. When you have finished making your selections, click *OK*, and WinPointer will again be minimized.

When you press the hotkey, the cursor will change to a large arrow pointing straight up to indicate you are in draw mode. You can then draw on the screen as you would in Windows Paintbrush-that is, by pressing down on the left mouse button and moving the mouse. When you press the *Esc* key, you are returned to live mode.

You can use the keyboard to draw if you are working with an awkward pointing device on a laptop. Use the arrow keys to move the cursor around the screen and use the *Shift* key in place of the left mouse button.

WinPointer was published in the October 11, 1994 issue of *PC Magazine*. To obtain your copy of WinPointer contact Denny Knapp (444-2072) of End User Systems Support via Zip!Mail or by phone.

Term Contract Status

DEC

Exciting New Products

DEC's new entries into the PC market, the *Venturis* and the *Celebris*, are now available. They are advertised as *fast*, as in "fast out of the box, fast to configure, and fast to upgrade". What's more, they boast "sizzling graphics, enhanced disk performance, and scalable performance". More detailed specifications are available from the Computing Policy and Development Unit - contact Brett or Dan. Look for them on the latest price list, which has been distributed electronically.

Dell

New Sales Rep

Reminder: The new state sales representative is Scott Mangum, phone (800) 274-7799 ext. 66226. Scott is very responsive, but should you need immediate assistance if he is unavailable, try Dina McMearn on ext. 61187. Also, Dell is now stocking parts here in Helena, and has guaranteed Next Business Day service. Agencies experiencing any problems with the vendor should contact Brett Boutin (444-0515) or Dan Sidor (444-2029) from the Computing Policy and Development Unit.

ComputerLand of Missoula

New Products

HP has added new two new LaserJets to the term contract. The LaserJet 4V and 4MV print at 16ppm, have 600dpi resolution, and handle 11x17 paper. The 4MV is a PostScript printer with 12MB RAM standard. Introductory prices are $1864 for the 4V and $2701 for the 4MV.

Suggestions??

We are constantly searching for new ideas that could enhance *News & Views*. Perhaps there are subjects you would like to see covered in future articles, or maybe you just wish to share comments on *News & Views*. We would like to hear from you.

Our goal is to present a vehicle, which provides information of common interest, to all agencies within state government. Please share with us any ideas you have that will enable us to keep pace in an ever changing environment. To share your ideas, please contact the editors of *News & Views*.

ISD News & Views is published monthly by the Information Services Division, Department of Administration, Room 222, Mitchell Building, Helena, MT 59620, 406/444-2700, fax 406/444-2701. This newsletter is dedicated to educating and informing the reader with pertinent ISD news. Materials may be reproduced without permission. Alternative accessible formats of this document will be provided upon request.

ISD Customer Support Center 444-2000

Got a problem (opportunity)? Do you need ISD assistance for any of your information processing requirements? Then contact the ISD Customer Support Center (formerly the Network Assistance Center), which is our central point of contact.

Distribution Notes

900 copies of this public document were printed at a cost of $360.

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120 copies of this document were distributed electronically at no cost

Editors: Curt Secker and
Irv Vavruska

Deadline/Editor's Note

If you would like to submit an article to ***News and Views*** for publication, please send it to Curt Secker or Irv Vavruska, preferably via ZIP!Mail. Please have your article in by the date listed below for inclusion in the corresponding month:

January Issue	12-16-95
February Issue	01-20-95

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Room 222, Mitchell Building
Helena, Montana 59620
406/444-2700

Training Calendar

This document has been assembled by the Helena College of Technology of The University of Montana. If you have any questions about enrollment, please call 444-6800.

All classes will be held at the Helena College of Technology, Room 210, at 1115 N. Roberts, unless another location is specified. Please note that these costs are subject to change each July 1st.

To enroll in a class, **you must send or deadhead an enrollment application** to the State Training Center, HCT, Helena, MT 59601. If you have questions about enrollment, please call 444-6800. *Once you enroll in a class, the full fee will be charged UNLESS you cancel at least three business days before the first day of class.*

	DATES	COST	LENGTH
Data Network/Mainframe Classes			
Introduction to TSO/SPF	January 3	85.00	1
Introduction to JCL	January 4 & 5	170.00	2
You must take CBT course as a prerequisite to Introduction to JCL - MVS/ESA Level I			
Novell 526 3.1-4.0 Upgrade	January 9, 10, 11 & 12	467.50	4
Novell 525 Adv. Administration	January 17, 18 & 19	467.50	3
Introduction to Oracle	January 24, 25, & 26	212.50	2 1/2
PowerBuilder	January 30, 31,&Feb.1	255.00	3
Microcomputer Classes			
Introduction to Windows	December 12	85.00	1
Introduction to Windows	February 2	85.00	1
PC Memory Management	February 27	85.00	1
Intermediate Windows	February 28	85.00	1
Word Processing Classes			
WordPerfect Graphics	December 1	42.50	1/2
WordPerfect 6.0a	December 19 & 20	170.00	2
Desktop Publishing WP 6.0a	December 21 & 22	170.00	2
WP for Windows Merge & Sort	February 22	42.50	1/2
WP for Windows Macros	February 23	42.50	1/2
Spreadsheet Classes			
Lotus for Windows	December 13 & 14	170.00	2
Lotus for Windows Macros	February 7 & 8	170.00	2
Lotus for Windows Graphics	February 9	42.50	1/2
Intermediate Lotus for Windows	February 14 & 15	170.00	2
Electronic Mail			
Zip!Office	January 13, 20, 27	FREE	1/3
Zip!Mail	January 13, 20, 27	FREE	1/4
Zip!Office	February 10, 17, 24	FREE	1/3
Zip!Mail	February 3, 10 17, 24	FREE	1/4

The Helena College of Technology makes reasonable accommodations for any known disability that may interfere with a person's ability to participate in training. Persons needing an accommodation must notify the College no later than two weeks before the date of training to allow adequate time to make needed arrangements. To make your request known, call 444-6800.

ISD CLASS ENROLLMENT APPLICATION
COMPLETE THIS APPLICATION **IN FULL** AND
RETURN IT **ONE WEEK PRIOR** TO THE FIRST DAY OF CLASS

COURSE DATA

Course Requested: ______________________________

Date Offered: ______________________________

STUDENT DATA

Name: ______________________________

Soc. Sec. Number (for P/P/P): ______________________________

Agency **&** **Division**: ________________ / ________________

Mailing Address: ______________________________

____

Phone: ______________________________ Agency #: _ _ _ _

How have you met the required prerequisites for this course? Explain, giving the class(es) taken, tutorial(s) completed, and/or experience.

____

____

____

BILLING INFORMATION/AUTHORIZATION MANDATORY

Responsibility Center: ______________________________

Authorized Signature: ______________________________

FULL CLASS FEE WILL BE BILLED TO THE REGISTRANT UNLESS CANCELLATION IS MADE THREE BUSINESS DAYS BEFORE THE START DATE OF THE CLASS.

DEADHEAD COMPLETED FORM TO:
COMPUTER TRAINING CENTER
HELENA COLLEGE OF TECHNOLOGY
OF THE UNIVERSITY OF MONTANA
PHONE 444-6800 FAX 444-6892

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Information Services Division
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